

# Position Description– (Applied)

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| Position title:       | Information Officer                                                                                                                               |
| Position number:      | DJ5296, DJ8304                                                                                                                                    |
| Group:                | Justice System Coordination and Reform                                                                                                            |
| Business Unit/Branch: | Office of the Public Advocate (OPA)                                                                                                               |
| Classification:       | VPS 3                                                                                                                                             |
| Employment status:    | Full time, fixed term to 30/6/2027                                                                                                                |
| Position reports to:  | Team Leader, Advice and Education Service                                                                                                         |
| Work location:        | L11, 222 Exhibition Street, Melbourne 3000                                                                                                        |
| Position contact:     | Name: Rosemary Barker<br>Phone: 0428 046 150<br>Email: <a href="mailto:Rosemary.barker@justice.vic.gov.au">Rosemary.barker@justice.vic.gov.au</a> |

## ROLE PURPOSE

### The role of an Advice & Education Officer

- Provide knowledgeable evidence based oral and written information to people with disability, families, carers, professionals and other interested parties on administrative and procedural processes relating to applications to the Support Decision Making Practice Area (ie guardianship).
- Provide limited individual short-term advocacy on behalf of people with a disability in a manner that promotes their human rights and dignity.

The Office of the Public Advocate (OPA) is an independent statutory office accountable to the Victorian Parliament which has been established to protect the rights and enhance the position of people with disabilities in Victoria.

This position is part of the information service, which sits within the Advice and Response Program.

Staffed by a small team, the information service responds to over 12,500 calls & emails a year from people with disability, family members and service providers on a diverse range of issues relating to disability and advocacy. Subject to demand the telephone lines operate between 8am and 6pm, and staff are expected to work from OPA's office while performing shifts on the information line, with opportunity to work from home on days when not rostered to respond to calls.

## KEY ACCOUNTABILITIES

- Provide knowledgeable evidence based oral and written information to people with disability, families, carers, professionals and other interested parties on administrative and procedural processes relating to applications to the Support Decision Making Practice Area (ie guardianship) at the Victorian Civil and Administrative Tribunal (VCAT) and information on enduring powers of attorney.
- Refer verbal and written inquiries concerning complex issues relating to guardianship and administration, medical treatment decision-making and enduring powers of attorney and procedural matters at VCAT to the team leader.
- Where relevant, conduct risk assessments of matters raised within the information service, determining those of high risk and lodging notifications in line with procedure.
- Provide limited individual short-term advocacy on behalf of people with a disability in a manner that promotes their human rights and dignity. This includes having regard to the principle that a person with a disability who requires support to make decisions should be provided with practicable and appropriate support to make and participate in decisions, express their will and preferences and develop their decision-making capacity.
- Role model consistently high standards of customer service to all people and adopt best practise behaviours in all interpersonal dealings to achieve service delivery plans and key performance metrics.
- Identify, research and resolve operational service issues in relation to quality data, information management and analysis ensuring assessment and implementation of new policy, standards and process changes within the team. This may include participation in short-term projects.
- Maintain and update materials and resources used in the Information Service as directed, including the development and publication of effective communication and educational material.
- Ensure that all relevant standard operating procedures (SOP) and work instructions are followed in carrying out the work of the Advice and Education Service.
- Provide support to other teams within Advice and Response Program core duties when required.

## KEY SELECTION CRITERIA

### Technical Expertise

- Knowledge and/or understanding of the Victorian human services sector, particularly disability mental illness and aged care service systems
- High level of ability to communicate both verbally and in writing in a clear and concise manner and provide relevant information in order to meet the needs of service users of the OPA.
- Desirable: Previous experience responding to calls from the public.
- Desirable: Experience in the delivery of information sessions to diverse audiences including to professionals and the general community

### Personal Attributes

- **Promote inclusion:** Pays attention to words, expression and body language; Recognises behaviours that promote a culture of inclusion. Hold self and team accountable towards being inclusive to individuals from diverse backgrounds. Takes corrective actions when behaviours displayed do not promote an inclusive workplace.



- **Working collaboratively:** Build a supportive and cooperative team environment; Engages other teams to share information in order to understand or respond to issues; Support others in challenging situations

### Meaningful Outcomes

- **Innovation:** Seeks opportunities for continuous improvement and ways to innovate; Offers suggestions and ideas, encourages others to do the same; Leverage on existing continuous improvement systems and procedures to improve outcomes, quality and efficiency of work; Creates space for learning and innovation by seeking for input and feedback from others
- **Future focus:** Develops objectives that link to broader team and organisational objectives; Takes into account future aims and goals of the team and organisation in prioritising own and others' work. Integrates relevant technologies into own ways of working and supports others in this. Proactively stays up to date with best practice and leading developments relating to expertise and area of work.

### Enabling Delivery:

- **Critical Thinking and Problem Solving:** Resolves issues through deep understanding or interpretation of existing guidelines. Where guidelines are not available, analyses ideas available and takes action through self, or in consultation with others to resolve problems. If required, determine additional information needed to make informed decisions. Applies critical thinking and problem-solving concepts in the right context

### Authentic Relationships

- **Interpersonal Skills:** Sees things from another's point of view and confirms understanding; Understand motivations, needs and wants of stakeholders and their impact on service delivery; Tailor communications according to audience and/or audience preference
- **Managing Difficult Conversations:** Listens to, and acknowledges that the concerns of others have been heard; Clarifies problems; Seeks options to resolve conflict
- **Communicate with Impact:** Prepares and delivers logical sequential and succinct presentations; Uses clear and concise language; Uses media appropriate to the audience and presents information to develop the understanding of the topic
- **Stakeholder Management:** Takes steps to add value for the client or stakeholder; Links people with other areas as appropriate; Monitors client and stakeholder satisfaction; Constructively deals with stakeholder issues

### Qualifications

- A relevant tertiary qualification is desirable but not essential.

## IMPORTANT INFORMATION

- The salary range for this position is set out in the Victorian Public Service Enterprise Agreement 2024. Please refer to the Department of Treasury and Finance website ([dtf.vic.gov.au](https://dtf.vic.gov.au)) for further information.
- Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of Victorian Public Service staff transferring at-level.
- If you have previously left the VPS on a departure/ separation package, employment restrictions may apply.



- You may be required to mobilise to other areas to support priority projects or programs.
- The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees.

## SAFETY COMMITMENT

- Staff safety commitment - Actively participate in health, safety, and wellbeing (HSW) programs and proactively report on all HSW incidents through the Justice Incident Management System (JIMS) to embed and support a strong safety-first culture that supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Manager safety commitment - Create and maintain a working environment, that takes a zero-tolerance approach to unsafe practices and behaviours, which supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Child safety commitment - The Department of Justice and Community Safety is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work.

## PRE-EMPLOYMENT CHECKS

All appointments to the Department of Justice and Community Safety are subject to reference checks, pre-employment misconduct screening and Nationally Coordinated Criminal History checks. Some positions may also be subject to a Declaration of Private Interests (for executive and responsible officer roles), medical checks, and/or 'Working with Children Check.'

If the position is based in a prison, youth justice facility or community corrections location, or has offender management responsibilities, employment may be subject to a number of additional pre-employment security and safety checks, including, but not limited to:

- Pre-employment Security and Misconduct Checks (Declaration Form)
- Nationally Coordinated Criminal History Check (NCCHC) and International Police Clearance (if applicable)
- VicRoads Information Check
- Drivers Licence Check(s) (if applicable).

A Nationally Coordinated Criminal History Check and an Australian Entitlement to Work Check is a requirement for all DJCS positions, and these checks require identification documents of either a passport or birth certificate.

For Aboriginal Prioritised or Designated positions, a Certificate of Aboriginality (CoA) will be required prior to an offer of employment being made.

Aboriginal and Torres Strait Islander applicants are welcome to utilise support from the Aboriginal Recruitment Team throughout the recruitment process. Aboriginal candidates are encouraged to contact [Aboriginalrecruitment@justice.vic.gov.au](mailto:Aboriginalrecruitment@justice.vic.gov.au) if they would like cultural support and guidance through the application process.



## VALUES AND BEHAVIOURS

Department of Justice and Community Safety employees are required to demonstrate commitment to:

**The Department's Values and Behaviours:** Serve the community, work together, act with integrity, respect other people and make it happen.

**The Environment:** The department is committed to minimising its environmental impact and requires all staff to comply with its environmental policy.

**Recordkeeping:** The department is committed to good recordkeeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

**Diversity:** The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ community, and people from culturally diverse backgrounds.

## FURTHER INFORMATION

Please visit the [Office of the Public Advocate \(http://www.opa.vic.gov.au\)](http://www.opa.vic.gov.au) and or more information about OPA's work, the organisational structure and annual reports, and about the Department on the [Department of Justice and Community Safety website \(http://www.justice.vic.gov.au\)](http://www.justice.vic.gov.au) for information on:

- Organisational values and structure
- Our policies such as privacy and conflict of interest
- The Victorian Public Service (VPS) code of conduct
- Our commitment to the safety and wellbeing of children.